

Statement of Work (SOW)

DESCRIPTION OF SERVICES TO BE PROVIDED UNDER A FULL SERVICE MAINTENANCE AGREEMENT

I. Service Coverage: Monday through Friday, 8:00 AM-5: 00 PM local time, **excluding holidays at all listed locations.**

Normal response time on service calls is within **eight business hours**, excluding weekends and holidays. Response time starts when the customer notifies the contractor that service is needed, and is satisfied when a Customer Service Engineer arrives on site prepared to start diagnostics or repairs. All remedial actions must be completed within 2 work days. If the repair time frame cannot be met with the customer owned unit, the contractor will provide a replacement unit at no additional charge. The contractor must be able to provide all required services for all OCE' plotters contained in this Statement of Work nationwide.

The maintenance services provided under a Full Service Maintenance Agreement include:

1. Remedial maintenance, as required.
2. Preventive maintenance calls necessary to maintain the equipment within original operating specifications during the period of the agreement.
3. Replacement parts at no additional charge.
4. The latest technical and engineering changes as prescribed by the contractor to keep equipment at optimum performance.
5. All personnel, tools and parts necessary to complete a service call at no additional charge to the customer.
6. Software and Firmware patches as well as hardware retrofits determined as mandatory for safety.
7. All Preventive Maintenance, repair services, retrofits, software/firmware updates, etc., must be provided by technicians who are certified to do so with OCE' plotters.

It is the customer's responsibility to provide all necessary supplies (media, toner, cleaning supplies, etc.) to complete repairs and preventative maintenance. It is also the customer's responsibility to prepare and maintain equipment sites in conformance with contractor's specifications.

The contractor will work as efficiently as possible to resolve the customer's equipment problems, with the goal of minimizing equipment downtime. In addition, the contractor has a problem escalation process in place, which provides the contractor's Customer Service Engineer technical assistance from the contractor's product experts whenever a problem situation warrants such assistance.

II. Dispatching: Service calls by customer with serial number must be placed by calling a toll free number which will be provided to the customer upon contract award. Targeted call back time by Customer Service Engineer via telephone is **within two business hours**. The Customer Service Engineer will determine if assistance can be provided over the telephone and if so, will provide such assistance. If arrangements for an on site visit needs to be coordinated, the Customer Service Engineer will make such arrangements.

III. Personnel: Personnel assigned to service customer equipment must be certified to repair and maintain OCE equipment. The contractor's personnel must be well versed in all technical aspects of the equipment to be serviced, and are regularly briefed on upgrades and technical advances made on such products. Second level support by the contractor's product experts must be available both locally and nationally to the Customer Service Engineers.